更新するITIL ITIL-4-Transition｜最新のITIL-4-Transition学習関連題試験｜試験の準備方法ITIL 4 Managing Professional Transition全真模擬試験

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ITIL 4 Managing Professional Transition 認定 ITIL-4-Transition 試験問題 (Q20-Q25):

質問 #20
An organization with established processes for managing incidents, changes, and problems, receives a high volume of calls from

users complaining that their issues are not being resolved efficiently. What is the FIRST step the organization should take to start to improve the situation?

- A. Review skills and competencies of user support staff to ensure they have the required capability
- B. Use value stream mapping to help understand the end-to-end flow of user support
- C. Encourage teams to collaborate so they can focus on value of users
- D. Improve the integration of tools to ensure there are no gaps between processes

正解： **B**

解説：

Value stream mapping is a technique that helps to understand the end-to-end flow of user support, from the demand to the value delivery. It is a tool that features in ITIL 4 Specialist: Create, Deliver and Support. Value stream mapping can help to identify the steps, activities, roles, responsibilities, tools, and outcomes involved in the user support process. It can also help to identify the value, waste, and opportunities for improvement in each step. Value stream mapping can help the organization to optimize the user support process and enhance the customer experience. Therefore, using value stream mapping is the first step the organization should take to start to improve the situation. The other options are not the first steps, but they could be considered after the value stream mapping is done. Reviewing skills and competencies of user support staff, improving the integration of tools, and encouraging teams to collaborate are all possible actions that could result from the value stream mapping analysis, but they are not the first step to understand the problem and the current state of the user support process. References:
* ITIL 4 & swarming - finding the right people & process | Axelos1
* Swarming vs Tiered Support Models Explained - BMC Software1
* What ITSM Practitioners Need to Know About Value Stream Mapping2

質問 # 21

A company has begun a new global line of business that has changed how IT supports the new systems.
Recognizing the urgent need for two-way communication on the required changes, IT managers are trying to find better ways to obtain feedback than a standing agenda at staff meetings.
Which describes the BEST approach for establishing effective feedback channels?

- A. Publish a printed weekly newsletter that clearly and consistently communicates change
- B. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff
- C. Establish office hours where staff are encouraged to drop by without appointments and discuss any concerns they have
- D. Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback

正解： **D**

解説：
Explanation
According to ITIL 4, one of the guiding principles is to progress iteratively with feedback. This means that IT service providers should break down complex tasks or changes into manageable chunks, seek feedback after each iteration, and use the feedback to improve and adapt their actions. Feedback is essential for co-creating value with customers and stakeholders, as well as for learning and improving the quality of IT services.
Therefore, IT managers should establish effective feedback channels that enable two-way communication with staff and other parties involved in the IT service delivery. The best approach for establishing effective feedback channels is to research how individual teams communicate internally and use the most popular collaboration tools to collect feedback. This way, IT managers can leverage the existing communication preferences and habits of the staff, and avoid imposing a new tool or method that may not be suitable or convenient for them. By using the most popular collaboration tools, IT managers can also ensure that the feedback is timely, relevant, and accessible for all parties. This approach aligns with the ITIL 4 principle of collaborating and promoting visibility, which encourages IT service providers to work together across boundaries, share information, and make use of diverse perspectives and feedback. Therefore, the answer is A.
Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback. The other options are not the best approach for establishing effective feedback channels, because they either do not facilitate two-way communication, or do not consider the needs and preferences of the staff.
For example, option B. Establish office hours where staff are encouraged to drop by without appointments and discuss any concerns they have, may not be convenient or practical for staff who work remotely or have different schedules. Option C. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff, may take too long and may not match the expectations or requirements of the staff. Option D. Publish a printed weekly newsletter that clearly and consistently communicates change, may not be effective or efficient for collecting feedback, as it is a one-way communication channel that does not allow for immediate or interactive responses. References:

質問 # 22

An organization wants to introduce a new service. There are many teams that will contribute to the design, development and transition of the service. Which approach should the organization follow when creating a value stream for this new service?

- A. Create one value stream for each team, to allow the teams to focus on their different objectives
- B. Create one value stream for the entire project, to enable and end-to-end, holistic vision of the service
- C. Create separate value streams for every project phase, to ensure that each milestone is achieved in a Agile manner
- D. Create separate value streams for practices, people, tools and suppliers, to ensure that 'four dimensions' are considered equally

正解： **B**

解説：
Explanation
The organization should follow the approach of creating one value stream for the entire project, to enable an end-to-end, holistic vision of the service. A value stream is a series of steps that an organization undertakes to create and deliver products and services to consumers. A value stream should cover the whole service value chain, from the demand to the value delivery. Creating one value stream for the entire project helps to ensure that the service is aligned with the customer needs, expectations, and outcomes, and that the value is co-created by the provider and the consumer. Creating one value stream also helps to identify the value, waste, and opportunities for improvement in each step, and to optimize the service delivery process. The other options are not correct, as they would result in fragmented, incomplete, or inconsistent value streams. Creating separate value streams for practices, people, tools and suppliers would not consider the 'four dimensions' equally, but rather isolate them from each other. Creating separate value streams for every project phase would not ensure that each milestone is achieved in an Agile manner, but rather create gaps and delays between the phases. Creating one value stream for each team would not allow the teams to focus on their different objectives, but rather create silos and conflicts among the teams. References:
ITIL 4 & swarming - finding the right people & process | Axelos1
Swarming vs Tiered Support Models Explained - BMC Software2
What ITSM Practitioners Need to Know About Value Stream Mapping3
ITIL 4 Value Streams: do the right things for customer | Axelos4

質問 # 23

A software development team makes many hundreds of small changes every week.
Who can BEST make the decision of whether to accept each change?

- A. The software development manager
- B. The other members of the software development team
- C. The sponsor in the service consumer organization
- D. The IT change manager

正解： **B**

質問 # 24

What is MOST LIKELY to be handled as a service request?

- A. An emergency change to apply a security patch
- B. Providing a virtual server for a development team
- C. The implementation of a workaround
- D. Managing an interruption to a service

正解： **B**

解説：
Comprehensive Explanation:
Service requests are:
* Requests for something to be provided

* Typically standard, pre-approved, low-risk
* Examples include software installation, access requests, equipment provisioning
"Providing a virtual server for a development team" is a provisioning request - a type of standard service request, provided it follows an established request model.
Option A = incident.
Option B = change.
Option C = part of problem/error control.
Thus, Option D is correct.

質問 #25

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ITIL-4-Transition全真模擬試験：https://www.shikenpass.com/ITIL-4-Transition-shiken.html

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